



East End Complex Auditorium, 1500 Capitol Avenue, Sacramento

Leading edge organizations implementing Information Technology Infrastructure Library (ITIL) processes are progressing well past the basics of incident, problem and change management.

- What is the impact of ITIL v3 since its release in mid-2007?
- What pitfalls are organizations struggling with?
- How do you achieve the benefits that ITIL promises?

Featured speaker Ed Holub, Gartner Research Vice President, IT Operations Management Team, will answer these questions and more. In May of 2007, Mr. Holub presented ITIL Implementation Best Practices. Now, he is back to provide the latest information you need to know about ITIL implementation.

In addition, Athol Smith, Consultant and Co-CEO of The Ballard Group, Inc. and Brett Scott, Programmer Analyst of the Department of Consumer Affairs' (DCA) Bureau of Automotive Repair (BAR), will present a case study on how they implemented ITIL. You will find out about their successes and lessons learned.

This promises to be a highly informative event that will provide valuable insight to you - no matter what stage of ITIL implementation you have reached.

SPEAKER BIOGRAPHIES

Ed Holub

Prior to joining Gartner, Mr. Holub spent 17 years in IT Operations at USAA, a Fortune 200 diversified financial services company. His experience at USAA included executive-level positions responsible for e-commerce operations, operations architecture, enterprise systems management, Quality Assurance testing, server management and desktop management. Mr. Holub also served as product manager, as USAA's internal IT department was successfully transformed to run IT like a business.

Athol Smith

With over 18 years of involvement in the development of IT solutions and 15 years of Service Management experience, Athol Smith is currently a consultant and Co-CEO of The Ballard Group, Inc. He provides expertise, leadership and guidance in "Organizational Transformation," particularly in the areas of Service Management, Enterprise Test Office and Service Oriented Architecture Service Validation/Testing. Mr. Smith has consulted in England, Australia, New Zealand, Singapore, Japan, Indonesia and the United States - with extensive experience in both the public and private sector. He has spent the last six years focused on the State of California.

Brett Scott

From 1995 to 2004, Mr. Scott was a team lead/developer for various software projects at the BAR. In October of 2004, he was assigned to the Next Generation Electronic Transmission Project, where he moved into the project management aspect of software development. He obtained his Project Management Professional certification in 2005. Last year, Mr. Scott, along with the other process owners at the BAR, obtained ITIL v2 Foundation Certification and he is seeking to obtain his v3 Foundation Certification this month.

Registration

Please use the following hyperlink to register.

<http://www.dts.ca.gov/calendar/registration/default.asp?eid=1632>

Directions

Click [here](#) for a map of area.

